

## AGING SPECIALIST IV

### NATURE OF WORK

This is supervisory social service work overseeing several geriatric programs or a multi-faceted program area.

Work involves managing several related programs or a specialized program area including developing, implementing, coordinating, planning and evaluating human services programs; recruiting, supervising and evaluating subordinate social service staff, clerical support staff and volunteers/interns; and communicating/coordinating program activities with other LAAA divisions/sections. Work also involves developing program operational policies and procedures, marketing plans and long-term planning strategies; preparing annual statistical information for budgetary program reports; networking with community service providers; and chairing/participating in agency task forces, community groups and/or advisory councils.

Supervision is received from an administrative superior with work being reviewed in the form of reports, conferences, achievement and effectiveness of program goals. Supervision is exercised over subordinate program staff.

### EXAMPLES OF WORK PERFORMED

Develops, implements, coordinates, plans and evaluates human services programs; recruits, supervises and evaluates subordinate social service staff, clerical support staff and volunteers/interns; develops program operational policies and procedures, marketing plans and long-term planning strategies; prepares annual statistical information for budgetary program reports.

Networks with community service providers to identify and communicate current program trends, exchange general client feedback/needs information and negotiate client service agreements; chairs/participates in agency task forces, community groups and/or advisory councils; represents LAAA programs on various committees and at governing Board meetings.

Communicates and coordinates program activities with other LAAA programs/sections; arranges and/or provides informational and job-related training to program staff; reviews and assigns advanced social service staff case management workloads; maintains awareness of local, State and Federal guidelines and regulations impacting assigned programs and the elderly population in general.

Provides information and referral, counseling, short-term case work and case management services; case management responsibilities may include client assessment, planning, brokering, advocacy and follow-up; monitors and documents client needs, progress and success; arranges for supportive services, e.g., transportation, day care, to enable clients to access primary services; addresses and follows-up on clients complaints/concerns; establishes work teams when necessary.

Plans and delivers presentations concerning aging issues, program or program area services to community service providers, aging agencies, councils and clientele groups; develops agency/program pamphlets and publication materials; coordinates program information for media and public release.

#### DESIRABLE KNOWLEDGES, ABILITIES AND SKILLS

Knowledge of the principles, practices and techniques of executing social service work and delivering programmatic services to elderly and disabled individuals.

Knowledge of sociological, behavioral and cultural factors influencing the behavior and attitudes of older adults.

Knowledge of the functions, programs and services provided by various community agencies as they pertain to elderly and disabled populations, needs and issues.

Knowledge of personal computer systems.

Some knowledge of program development, management and evaluation within a larger organizational structure.

Ability to interpret standards and regulations which impact programs or program areas and compose relative policies and procedures.

Ability to establish and maintain effective working relationships with coworkers, clients and families in adverse circumstances, community agencies and service providers and the general public.

Ability to plan, organize, supervise and evaluate the work of subordinate staff, volunteers and interns.

Ability to communicate effectively both orally and in writing including facilitating meetings and delivering presentations and reports.

Ability to maintain statistical and confidential client records.

Ability to coordinate multiple services and functions in varying humanistic environments.

Ability to assess, discuss and document client physical and mental abilities, financial, social and environmental needs, and jointly formulate effective action plans.

Ability to interpret standards and regulations which impact programs or program areas and compose relative policies and procedures.

#### DESIRABLE TRAINING AND EXPERIENCE

Graduation from an accredited four year college or university with major coursework in social work, gerontology, psychology, human services or related field plus considerable experience in providing program services or case management to a geriatric or disabled population including supervisory experience. Social work certification desired.

#### MINIMUM QUALIFICATIONS

Graduation from an accredited four year college or university with major coursework in social work, gerontology, psychology, human services or related field plus experience in providing program services or case management to a geriatric or disabled population including some supervisory experience or any equivalent combination of training and experience which would provide the desirable knowledges, abilities and skills.

Approved by: \_\_\_\_\_  
Personnel Director

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Department Head

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